



Maricopa County  
Ryan White Part A Program  
Policy and Procedures

Psychosocial Support Services

Effective Date: 03/01/2011

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**PURPOSE:**

To guide the administration of Ryan White Part A Program's Psychosocial Support Services (a support service under the Act). The administration of funds must be consistent with Subpart A client eligibility criteria and the service category definitions established by the Ryan White Part A Program Planning Council.

The Ryan White HIV/AIDS Treatment Extension Act of 2009 defines support services as services needed by individuals with HIV/AIDS to achieve medical outcomes. Medical outcomes defined as those outcomes affecting the HIV-related clinical status of an individual with HIV/AIDS.

**POLICIES:**

- The funds are intended to provide support to eligible clients by addressing psychosocial concerns while promoting good physical and mental health as it relates to maintaining a positive clinic status of an individual with HIV/AIDS.
- All communications made on behalf of the client are to be documented in the client chart and must include a date, time, person(s) spoken with and brief summary of what was communicated in adherence with the client charting definition.
- All activities performed must be directly related to the HIV-related clinical status of an eligible client and documented appropriately in the client chart.
- Appropriate client authorized releases of information must be on file to allow for the proper inter-provider communications needed to increase the likelihood of desired health outcomes related to the HIV-related clinical status of an eligible client.
- All fee- for- service reimbursements made under this service are limited to the current Arizona Health Care Cost Containment System (AHCCCS) reimbursement rates, as applicable, or a reasonable rate approved by the Administrative Agency. Contractors with direct cost reimbursement contracts will be reimbursed for actual/allowable costs incurred during the contract period.
- Specific clinical outcomes (as defined by the Maricopa County Ryan White Part A Office) need to be measured and reported for this service.
- All support groups under this service category must be approved by the Administrative Agent before billing and reimbursement are allowable. See the Appendix for required forms.



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- All direct service providers must meet the service category's Standards of Care as defined by the Ryan White Part A Planning Council.

**DEFINITIONS:**

Psychosocial Support Services:

Psychosocial Support Services are the provision of support and counseling activities, child abuse and neglect counseling, HIV support groups, pastoral care, caregiver support, and bereavement counseling. Includes nutrition counseling provided by a non-registered dietitian but excludes the provision of nutritional supplements.

Client Charting:

All paper chart documents must be original documentation and contain original dates and signatures of contract budgeted staff providing services i.e. assessments, treatment plans and progress notes. All Electronic Medical Records must include authenticated, dated electronic signatures. The AA will only review documentation that is authenticated original documentation, and will not accept copies of assessments, treatment plans and progress notes as acceptable documentation of services provided. Any records that do not include authenticated signatures of budgeted contract staff providing services will be considered unallowable units, and will not be reimbursed.

**CLIENT ELIGIBILITY CRITERIA:**

To be eligible for psychosocial support services, a client must meet all of the standard eligibility criteria as defined in Section 3 Client Eligibility. For the Federal Poverty Limits for this service category, see Appendix – Menu of Services.

**ELIGIBLE COSTS AND SERVICES:**

Psychosocial Assessment:

- Screen and complete psychosocial assessments for eligible clients who are experiencing psychosocial health symptoms.

*1 unit = 15 minutes*

Psychosocial Counseling:



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- Provide individual counseling sessions to eligible clients who are experiencing psychosocial health symptoms.

*1 unit = 15 minutes*

Psychosocial Support Group:

- Provide a variety of approved support groups to eligible clients depending on identified peer group of the client or the stage of the disease.

*1 unit = 1 group session*